

DATA SHEET

Overview of SAP Services

CenturyLink delivers comprehensive SAP ecosystem expertise and solutions to help business customers optimize their: SAP HANA platform, SAP Suite of solutions, Hybris Commerce and Data Analytics applications and technologies.

Our secure infrastructure, expert consulting, managed services enable rapid and reliable access to business-critical SAP applications and data for the global workforce.

Services Portfolio

Solution Delivery

End-to-End Solution Delivery, New Installations, Upgrades, Migrations & Consolidations

Innovations

Proof of Concept, Mobile Apps, Pre-packaged Solutions, Cloud Enablement

Strategic Consulting

Business Transformation, Shared Services, Strategy & Systems Consulting

Operations Support

AMS, Infrastructure Management, Modernization, Testing & Release Management, Security / GRC, Disaster Recovery

Credentials

- Global Premium Partner - SAP HEC; SAP Premier Consulting Partner – Since 2005
- SAP® North America Partner Excellence Awards
- Certification for Support Center Services and Application Management
- SAP Quality Award Gold 2011; SAP Qualified RDS Partner 2013
- SAP S/4 HANA Public Cloud Provider



SAP HANA Enterprise Cloud Capabilities

- Global Premium Partner for SAP HANA Enterprise Cloud, since Jan, 2016
- Delivers Consulting, Hosting, Network and Managed Services within the SAP HEC
- Capable of delivering seamless Private Cloud and Managed Hosting deployment options
- Rapid deployment and scalability of SAP applications through the unique and optimized combination of domestic and international high capacity fiber optic network + Private Cloud + Managed Hosting Infrastructure
- Single point provider, offering Subscription Licensing, Application Management Services, Database and O/S Management, Platform Management and Infrastructure Management

SAP Application & Platform Offerings

Application Development & Management

- End-to-end application services — design, deployment & management for SAP, COTS & Custom Developed
- Advisory Services
- Implementation
- Management — service desk, monitoring, root cause & resolution, focused on continuous improvement
- Experience + Agility = Value

Application Management Value Services

- ITIL / CMMI Certified
- Industry Best Practices
- Knowledge Management
- Metric & SLA Definition
- Weekly / Monthly Progress Reporting & Review
- Continuous Service Improvement Plans
- Tactical & Strategic Plan Reviews

Business Applications

- Solutions powered by HANA (SoH / S/4HANA EM)
- Customer & Supplier Solutions (ECC, CRM, SRM)
- Enterprise Finance (incl. New GL / IFRS)
- Industry Solutions (Retail, FMS / AFS, Pharma)
- Global Trade Services
- Supply Chain Management; and
- Manufacturing Solutions (SAP MII and ME)
- Solutions powered by HANA
- BW on HANA

Database and Technology

- Real Time Analytics
- Application Foundation and Security
- Upgrades & Integration Services
- Administration (Basis)
- SAP NW Solution Manager
- Enterprise Information Management
- Database Solutions

Cloud & E-Commerce Platform Solutions

- Business Networks (ARIBA)
- SAP Hybris — Unified Commerce Processes Across all Channels
- Strategy, implementation, consulting services
- World class omni-channel support

Integrated Big Data & Analytics

- Enterprise Performance Management
- BPC
- Financial Cons.
- S&OP
- Visualization and Predictive Analytics
- SAP Predictive Analytics
- DS/Dashboards
- Lumira
- Business Intelligence
- Data Warehousing
- Data Services
- Governance, Risk & Comp
- SAP HANA Enterprise Cloud
- SAP Applications

Quality Assurance and SAP Test Practice

- 800+ Global Test Professionals
- Mature Offshore Presence at CMMI Level 5
- Expert Resources on SAP Quality Center, SAP TAO, SAP Fortify
- SAP Solution Manager and SAP Performance Center
- Vast automation experience with complex automation
- Advance experience in Environment Management practices for automated installations
- Load and Performance maturity originated from a regulated environment
- Complex E2E Test Strategy experience from over 2000+ applications
- Industry Models Telco, Healthcare, Entertainment, Financial, Retail, Transportation
- Integrated, global infrastructure and hosting in addition to IT services portfolio for flexibility to quickly adapt to changing business demands (60 data Center Locations)

SAP AMS and BICC

- 80+ concurrent competency projects in motion as of Dec, 2016
- Well established BICC (Business Intelligence Competency Center) Approach and Methodology
- AMS philosophy, build on a typical day in a life scenario encompassing: Help Desk, Application Support and Solution Optimization
- End-to-end SAP ECC application support
- SLA driven by innovation and solution improvements
- Reduce lead time for go to business reporting portfolio
- Increased adoption of BI reports
- KPI driven data models and self service reporting
- Improved release procedure for efficient bookkeeping and system integrity
- Usability experience — feedback and improvement
- Reporting governance

Core HANA Optimization

- EIM / Data Discovery / Ingestion to HANA
- HANA Advanced Modeling
- HANA Code Optimization
- Self Service BI Visualization
- Governance, Best Practices and Technical HANA Academy
- Performance Tuning
- HANA Automation and Adoption

SAP Footprint

CenturyLink implemented SAP in 1999 and went live on 1/1/2000. Over the years, it has implemented additional functionality, completed multiple upgrades and integration projects.

- 20+ SAP Modules
- Simple Finance, RAR, SuccessFactors
- Multiple upgrades
- 1200 users
- ~80 employees supporting footprint
- CenturyLink: one of SAP's largest customer using SAP functionality for their end-to-end enterprise solution

CenturyLink's History of Excellence

Credentials

- TOP 3 communications provider
- 20% of World's Internet traffic
- 43% of the Internet traffic in NYC
- \$2T Forex transaction per day
- 700k+ miles of Global Fiber
- Highest Government Clearance
- US Critical Infrastructure
- Member President's National Security Telecommunications Advisory Committee
- Quality: ISO 9001:2015 Certification by Schellman of the QMS supporting SAP HEC
- Security: ISO27001
- Controls: SOC1 and SOC2
- Solution-level SLA of 99.5% availability

Service Levels

- Dedicated 24/7 Customer engagement, technical landscape and support management
- Performance activity reporting, analysis, planning, and remediation
- Defined maintenance windows for required patches
- Consumption-based pricing
- ITIL-based managed services
- Database Management — Backups, Upgrades, Monitoring, Restore & Recovery
- Infrastructure Monitoring and Event Detection
- Operating System Management, Patches, Monitoring
- Application Management and Development

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